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OFFICE OF THE  
EXECUTIVE SECRETARY

April 2, 2001

**By Hand**

David Waddell  
Executive Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

Re: Petition for Arbitration of the Interconnection Agreement Between AT&T  
Communications of the South Central States, Inc., TCG MidSouth, Inc. and BellSouth  
Telecommunications, Inc.) Pursuant to the 47 U.S.C. § 252

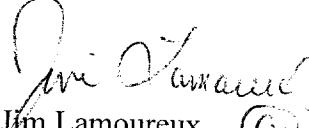

Docket No. 00-00079

Dear Mr. Waddell:

Enclosed please find the original and thirteen (13) copies of Jay Bradbury's Supplemental Testimony in this proceeding. Mr. Bradbury's testimony references Exhibit JMB-S5, a red-lined copy of the Revised Change Control Process document. That document will be filed tomorrow as a Late-filed Exhibit.

If you have questions, please call me.

Sincerely,

  
Jim Lamoureux 

Encls.

cc: Douglas Lackey

1                   **BEFORE THE TENNESSEE REGULATORY AUTHORITY**  
2                   **SUPPLEMENTAL TESTIMONY OF JAY M. BRADBURY**  
3                   **ON BEHALF OF**  
4                   **AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.**  
5                   **AND TCG MIDSOUTH, INC.**  
6                   **DOCKET NO. 00-00079**  
7                   **APRIL 2, 2001**

8  
9  
10   **Q.     PLEASE STATE YOUR NAME AND ADDRESS.**

11   A.     My name is Jay M. Bradbury. My business address is 1200 Peachtree Street,  
12           Suite 8100, Atlanta, Georgia 30309.

13  
14   **Q.     PLEASE    DESCRIBE    YOUR    CURRENT    POSITION    AND**  
15           **RESPONSIBILITIES.**

16   A.     I am a District Manager in the AT&T Law and Government Affairs  
17           organization, and I provide consulting support to AT&T's business units and  
18           other internal organizations. In particular, I am involved in the negotiation  
19           and implementation of interfaces for operational support systems ("OSS")  
20           necessary to support AT&T's entry into the local telecommunications  
21           market.

22

1   **Q.    ARE YOU THE SAME JAY M. BRADBURY THAT FILED DIRECT**  
2           **AND REBUTTAL TESTIMONY IN THIS CASE ON DECEMBER 20,**  
3           **2000 AND JANUARY 8, 2001?**

4    A.    Yes, I am.

5

6   **Q.    WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

7    A.    The purpose of my testimony is to provide clarification as to the scope of my  
8           testimony related to the Change Control Process (Issue 17) and update the  
9           status of the sub-issues that remain open between the parties as requested by  
10          the Authority.

11

12   **Q.    DID YOUR DIRECT AND REBUTTAL TESTIMONY INCLUDE**  
13           **DISCUSSION OF A NUMBER OF SUB-ISSUES NOT CONTAINED IN**  
14           **THE JOINT ISSUES MATRIX?  FURTHER DID YOUR DIRECT**  
15           **AND REBUTTAL TESTIMONY INCORRECTLY ASSOCIATE**  
16           **CERTAIN SUB-ISSUES AND THEIR ALPHABETICAL**  
17           **DESIGNATIONS?**

18   A.    Yes.

19

20   **Q.    PLEASE PROVIDE THE AUTHORITY WITH THE PROPER**  
21           **LISTING OF SUB-ISSUES CONTAINED WITHIN ISSUE 17.**

22   A.    The correct listing of sub-issues is as follows:

23

- 1           ***Issue 17: Should the Change Control Process be sufficiently***  
2           ***comprehensive to ensure that there are processes to handle at a minimum***  
3           ***the following situations:***
- 4           ***a)     introduction of new interfaces;***
  - 5           ***b)     retirement of existing interfaces;***
  - 6           ***c)     exceptions to the process;***
  - 7           ***d)     documentation, including training;***
  - 8           ***e)     defect correction;***
  - 9           ***f)     emergency changes (defect correction);***
  - 10          ***g)     an eight-step cycle, repeated monthly;***
  - 11          ***h)     a firm schedule for notifications associated with changes initiated***  
12           ***by BellSouth;***
  - 13          ***i)     a process for dispute resolution including referral to state utility***  
14           ***commissions or courts;***
  - 15          ***j)     a process for escalation of changes in process;***
  - 16          ***k)     a process for changing the process.***  
17
- 18
- 19   **Q.    WHAT CHANGES SHOULD BE MADE TO YOUR DIRECT**  
20       **TESTIMONY TO CONFORM IT TO THIS LISTING?**
- 21   **A.**    The following table presents the changes that should be made to my direct  
22       testimony.  
23

1

| Page(s) | Line(s)                            | Action                                      |
|---------|------------------------------------|---|
| 53      | 12-21                              | Strike                                      |
| 54      | 3                                  | Replace "in section o" with "in section k." |
| 75 -77  | p. 75 line 5 thru<br>p. 77 line 21 | Strike                                      |

2

3

4 **Q. WHAT CHANGES SHOULD BE MADE TO YOUR REBUTTAL**  
5 **TESTIMONY TO CONFORM IT TO THIS LISTING?**

6 A. The following table presents the changes that should be made to my rebuttal  
7 testimony.

8

| Page(s) | Line(s)   | Action  |
|---------|-----------|---|
| 18      | 6         | Strike  |
| 18      | 7         | Replace "Testing Support and Testing" with "The Process of Changing the Process." |
| 18      | 8 thru 13 | Strike  |

9

10

1   **Q.    THE AUTHORITY HAS REQUESTED THAT THE STATUS OF THIS**  
2       **ISSUE AND ITS SUB-ISSUES BE UPDATED HAVE YOU PREPARED**  
3       **AN UPDATE?**

4    A.   Yes.  Since the filing of my Rebuttal Testimony on January 8, 2001, the  
5       Change Control Process Document has been revised twice.  The current  
6       Document is Version 2.2 and was published by posting to the BellSouth CCP  
7       Web Site on March 26, 2001.

8

9       The two revisions to the Document resulted from the implementation and use  
10      of an e-mail balloting process subsequent to Change Control Process  
11      Improvement Meetings held on January 10 and February 21, 2001.  Ballot  
12      No. 1 (Exhibit JMB-S1) contained 34 items all of which were approved by  
13      the consensus of the CLECs (Exhibit JMB-S2).  Despite the CLEC consensus  
14      BellSouth exercised its veto power and did not incorporate seven changes  
15      into Versions 2.1 and 2.1.A of the document published on February 9 and  
16      February 16, 2001<sup>1</sup>.  Ballot No. 2 (Exhibit JMB-S3) contained 29 items, 27 of  
17      which were approved through the ballot process (Exhibit JMB-S4) and have  
18      been incorporated into Version 2.2.

19

20      These ballots and the subsequent publication of revisions to the CCP  
21      Document have resolved a number of sub-issues in this arbitration.

22

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<sup>1</sup> The seven items approved by the CLPs but vetoed by BellSouth are items 18, 21, 23, 28, 31, 33, and 34 listed and described in Attachment 1.

1    **Q.     PLEASE SUMMARIZE THE STATUS OF THE SUB-ISSUES.**

2    A.     The status of the sub-issues in this arbitration subsequent to the publication of  
3           Version 2.2 of the CCP Document are as follows:

4           a)     *introduction of new interfaces; - RESOLVED*

5           b)     *retirement of existing interfaces; - RESOLVED*

6           c)     *exceptions to the process; - RESOLVED*

7           d)     *documentation, including training; - RESOLVED*

8           e)     *defect correction; - Definition – RESOLVED, Cycle Time - OPEN*

9           f)     *emergency changes (defect correction); - RESOLVED*

10          g)     *an eight-step cycle, repeated monthly; - Number of Steps –*  
11                 *RESOLVED, Cycle Time - OPEN*

12          h)     *a firm schedule for notifications associated with changes initiated*  
13                 *by BellSouth; - OPEN*

14          i)     *a process for dispute resolution including referral to state utility*  
15                 *commissions or courts; - OPEN*

16          j)     *a process for escalation of changes in process; - RESOLVED*

17          k)     *a process for changing the process. - RESOLVED*  
18

19

20   **Q.     WHERE SHOULD THE AUTHORITY NOW LOOK TO FIND**  
21           **AT&T'S CURRENT REQUESTS CONCERNING THE REMAINING**  
22           **OPEN ITEMS?**

23   A.     Exhibit JMB-S5 is a copy of the current CCP Document Version 2.2 with  
24           AT&T's requested changes provided in "revision marking" or "red line"  
25           format. This single document provides the Authority with AT&T's requested

1 changes in the context of the most current version of the CCP Document that  
2 is the foundation upon which the Authority should base its decision in this  
3 arbitration.

4

5 **Q. DOES THIS CONCLUDE YOUR TESTIMONY AT THIS TIME?**

6 A. Yes.



# BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

|   |  |
|---|--|
| <b>CLEC Participant Company Name:</b>   | <b>Date:</b>   |
| <b>ITEM NO. 1 - Meeting Consensus</b><br><b>Section 1 – Introduction – Page 7</b><br>(8 <sup>th</sup> bulleted item in last section) <ul style="list-style-type: none"> <li>Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance, <u>including User Guides that support OSS systems currently within the scope of CCP.</u></li> </ul>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <b>ITEM NO. 2 - Meeting Consensus</b><br><b>Section 1 – Introduction – Page 8</b><br>The first section bulleted items that are reflecting a change are:<br><br>The scope of the Change Control Process does not include the following which are handled through existing BellSouth processes: <ul style="list-style-type: none"> <li>Coordination of test agreements will continue to be supported by the Account Team</li> <li>Questions regarding existing documentation should be handled by the Account Team. However, if documentation needs to be changed for clarification purposes, a defect change request should be submitted through Change Control.</li> </ul>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <b>ITEM NO. 3 - Meeting Consensus</b><br><b>Section 3 – Introduction – Page 11 &amp; 12</b><br><u>Type 2 – Regulatory Change</u><br>Accept the additional language – “Type (2) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.<br><br><u>Type 3 – Industry Standard Change</u><br>Accept the additional language – “Type (3) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.<br><br><u>Type 4 – BellSouth Initiated Change</u><br>Accept the additional language – “Type (4) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.<br><br><u>Type 5 – CLEC Initiated Change</u><br>Accept the additional language – “Type (5) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3. | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |

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# BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

|   |  |
|---|--|
| <p><b>ITEM NO. 4 - Meeting Consensus</b><br/> <b>Section 3 – Introduction – Page 12</b><br/> <u>Type 6 - CLEC Impacting Defects</u> – This section will now read:<br/> A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business requirements and business rules match; this will be addressed as a defect. These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature.<br/> Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.</p> <p>The CLEC and/or BellSouth may initiate defect changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.</p> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 5 - Meeting Consensus</b><br/> <b>Section 4 – Part 1 – Type 1 Detail Process Flow – Page 18</b><br/> Step 1 – Activity #4 will be reflected as:</p> <p style="margin-left: 40px;">4. ECS will provide the CLEC with a trouble ticket number, if requested, to record and track the outage.</p>   | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 6 - Meeting Consensus</b><br/> <b>Section 4 – Part 1 – Type 1 Detail Process Flow – Page 18</b><br/> Step 2 – Activity #1 will be reflected as:</p> <p style="margin-left: 40px;">1. ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will be distributed. <b>The system ticket number of the outage will be included in the web posting and the e-mail notification.</b></p>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |

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| <p><b>ITEM NO. 7 - Meeting Consensus</b><br/> <b>Section 4 – Part 2 – Types 2-5 Process Flow – Page 26</b><br/> Step 4 – Activity #5 will be reflected as:</p> <p>5. Provide size and scope information on each pending change request to CLECs.</p> <p>Also, add the following bullet under <b>OUTPUTS</b>:</p> <ul style="list-style-type: none"> <li>• Size and scope on each Pending change request.</li> </ul>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 8 - Meeting Consensus</b><br/> <b>Section 4 – Part 3 – Types 2-5 Exception/Expedited Feature Process – Pages 33-37 WITHDRAWAL</b></p> <p>This CLEC Part 3 – Types 2-5 Exception/Expedited Feature Process was withdrawn in favor of the BellSouth offered Part 3 with modifications.</p>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 9 - Meeting Consensus</b><br/> <b>Section 4 – Part 3 – Types 2-5 Exception/Expedited Feature Process SPLIT FROM “DEFECT PROCESS” INTO SEPARATE SECTION FOR EXPEDITED FEATURES ONLY.</b></p> <p>Note: Exception “Language” removed from Expedited Feature Process.</p>   | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 10 - Meeting Consensus</b><br/> <b>Section 4 – Part 3 – Expedited Feature Process -Page 37</b><br/> Title Page and definitions will read as follows:</p> <p>An Expedited Feature is the inability for a CLEC to process certain types of LSR’s based on the existing functionality to BellSouth’s Operations Support Systems (OSSs) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories:</p> <ul style="list-style-type: none"> <li>• A defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact</li> <li>• An enhancement to an existing product or service where the CLEC/BellSouth has determined should be expedited due to impact</li> </ul> <p><b><u>Re-classified Defects</u></b></p> <p>When a defect is re-classified as a feature, the CLEC/BellSouth will be notified by Change Control in the standard defect validation. The CLEC</p> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |

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will have the ability to ask BellSouth to expedite the reclassified feature by updating the change request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 Expedited Feature process using agreed upon intervals.

## Enhancements to an existing product or service

A CLEC/BellSouth will also have the ability to submit a Type 2-5 change request as an expedited feature request for an enhancement to an existing product or service where the functionality does not currently exist in BellSouth's offered products and services.

For both re-classified defects and enhancements to an existing product or service, the rules surrounding the expedited feature request will be:

- Must be an enhancement to an existing product or service
- Will follow the Expedited Feature process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 that are eliminated.
- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or point release, best effort.

## **ITEM NO. 11 - Meeting Consensus**

### **Section 4 – Part 3 – Expedited Feature Process -Page 39**

Table 4-3. Types 2-5 Expedited Feature Detail Process Flow – STEP 1

Accountability – CCCM & BCCM

Sub-process – Activity

### **IDENTIFY NEED**

1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.
2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.
3. Attach related requirements and Attachment A-1A, Item 22.
4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.

Inputs and Outputs:

### **INPUTS:**

- Change Request Form (Attachment A-1)
- Change Request Form Checklist (Attachment A-1A)

### **OUTPUTS:**

- Completed Change Request Form with related documentation

- ☐ **Agree**
- ☐ **Generally Agree**
- ☐ **Neutral**
- ☐ **Somewhat Disagree**
- ☐ **Disagree**

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|---|---|
| <p><b>ITEM NO. 12 - Meeting Consensus</b></p> <p><b>Section 4 – Part 3 – Expedited Feature Process -Page 39</b></p> <p>Table 4-3. Types 2-5 Expedited Feature Detail Process Flow – STEP 2</p> <p>Accountability – BCCM</p> <p>Sub-process – Activity</p> <p><b><u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u></b></p> <ol style="list-style-type: none"> <li>1. Log Request in Change Request Log.</li> <li>2. Send Acknowledgment Notification (Attachment A-3) via e-mail to originator.</li> <li>3. Establish request status ('N' for New Request)</li> <li>4. Review change request for mandatory fields using the Change Request Form Checklist.</li> <li>5. Verify Change Request specifications and related information exists.</li> <li>6. Send Clarification Notification via email to the originator (Attachment A-4) if needed.</li> <li>7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed.</li> </ol> <p><b><u>CLEC or BellSouth Originator</u></b></p> <p>If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).</p> <p>Inputs and Outputs:</p> <p><b><u>INPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• Completed Change Request Form with related documentation</li> <li>• Change Request Form Checklist</li> <li>• Change Request Clarification Response</li> </ul> <p><b><u>OUTPUTS:</u></b></p> <ul style="list-style-type: none"> <li>• New Change Request</li> <li>• Acknowledgment Notification</li> <li>• Validated Change Request</li> <li>• Clarification Notification</li> <li>• Industry Notification via e-mail and web posting</li> </ul> <p>Cycle Time: <b>1 Bus Day – Clarification times would be in addition to cycle time.</b></p> | <div style="margin-bottom: 20px;"> <input type="checkbox"/> <b>Agree</b><br/> <input type="checkbox"/> <b>Generally Agree</b><br/> <input type="checkbox"/> <b>Neutral</b><br/> <input type="checkbox"/> <b>Somewhat Disagree</b><br/> <input type="checkbox"/> <b>Disagree</b> </div> <div style="text-align: center;"> <p><b>Docket No. 00-00079</b></p> <p><b>JMB-S1</b></p> <p><b>Page 5 of 15</b></p> </div> |
|---|---|

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|  |  |
| <p><b>ITEM NO. 13 - Meeting Consensus</b><br/> <b>Section 4 – Part 3 – Expedited Feature Process -Page 41</b><br/> Table 4-3. Types 2-5 Expedited Feature Detail Process Flow – <b>STEP 5</b><br/> Accountability – BCCM, Project Managers from each participating company.<br/> Sub-process – <b>Activity</b><br/> <u><b>RELEASE MANAGEMENT AND IMPLEMENTATION</b></u><br/> (Meeting consensus was reached on the following bullet only)</p> <p style="margin-left: 40px;">2. BellSouth User Requirements for software changes will be presented to CLECs, if applicable. If needed, changes will be incorporated and requirements re-baselined.</p> <p><u><b>OUTPUTS</b></u><br/> (Add the following bullet)</p> <ul style="list-style-type: none"> <li>• Documentation Changes</li> </ul>                           | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 14 - Meeting Consensus</b><br/> <b>Section 5 – Part 3 – Defect Process -Pages 42 – 50</b></p> <p>Strike all references to <b>EMERGENCY CHANGE</b> and <b>EXPEDITE</b> throughout Section 5.0.</p>   | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 15 - Meeting Consensus</b><br/> <b>Section 5 – Part 3 – Defect Process -Page 42 &amp; 43</b><br/> Title page and definitions will read as follows:</p> <p>A CLEC/BellSouth identified defect will enter this process through the Change Management Team as a Type 6 Change Request. If the defect is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting.</p> <p>A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business requirements or the business rules that BellSouth has published or otherwise provided to the CLECs.</p> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |

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In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business requirements and business rules match; this will be addressed as a defect.

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature.

Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

Defect Change Requests will have three Impact Levels:

- **High Impact**

The failure causes impairment of critical system functions and no electronic workaround solution exists.

- **Medium Impact**

The failure causes impairment of critical system functions, though a workaround solution does exist.

- **Low Impact**

The failure causes inconvenience or annoyance.

## **ITEM NO. 16 - Meeting Consensus**

### **Section 5 - Defect Process - Page 45**

Table 5-1. Type 6 Defect Process - STEP 1

Accountability - BCCM & CCCM

Sub-process - Activity

#### **IDENTIFY NEED**

1. Identify Defect.
2. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6.
3. Include description of business need and details of business impact.
4. Attach related requirements and specification documents. These attachments must include the following, if appropriate:
  - PON
  - OCN
  - Specific Scenario
  - Interface(s) affected
  - Error message (if applicable)
  - Release or API version (if applicable)
5. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.

Inputs and Outputs:

- ☐ **Agree**
- ☐ **Generally Agree**
- ☐ **Neutral**
- ☐ **Somewhat Disagree**
- ☐ **Disagree**

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# BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

|  |  |
|--|--|
| <p><b>INPUTS:</b></p> <ul style="list-style-type: none"> <li>Type 6 Change Request</li> </ul> <p><b>OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>Completed Change Request Form (with related documentation if necessary)</li> </ul> <p>Cycle Time: N/A</p>  |  |
| <p><b>ITEM NO. 17 - Meeting Consensus</b><br/> <b>Section 5 - Defect Process - Page 45</b><br/>         Table 5-1. Type 6 Defect Process - STEP 2<br/>         Accountability - BCCM &amp; CCCM<br/>         Sub-process - CYCLE TIME</p> <p><b>4 Hours for High Impact</b> - Time to be calculated from time of receipt with a cutoff time of 4:00 PM Eastern Time.</p> <p><b>1 Bus Day for Medium and Low Impact</b> - Time to be calculated from time of receipt with a cutoff time of 4:00 Pm Eastern Time.</p>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b>   |
| <p><b>ITEM NO. 18 - Contested Consensus (Voters must disagree with one (1) of the following recommendations and indicate ranking of the other)</b><br/> <b>Section 5 - Defect Process - Page 46</b><br/>         Table 5-1. Type 6 Defect Process - STEP 3<br/>         Internal Validation - BCCM</p> <p>Sub-process - CYCLE TIME</p> <p><b>CLEC RECOMMENDATION</b></p> <p>1 Bus Day for High Impact<br/>         3 Bus Days for Medium and Low Impact</p> <hr/> <p><b>BELLSOUTH RECOMMENDATION</b></p> <p>2 Bus Days for High Impact<br/>         3 Bus Days for Medium and Low Impact</p> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b><br><br><hr/> <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 19 - Meeting Consensus</b></p>  | <input type="checkbox"/> <b>Agree</b>  |

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# BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

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| <p><b>Section 5 – Defect Process - Page 45</b><br/> Table 5-1. Type 6 Defect Process – STEP 3</p> <p>Sub-process – <b>OUTPUTS</b></p> <p>Add the following bullet:</p> <ul style="list-style-type: none"> <li>• Status provided for High Impact Defects to originator via email within 24 hours.</li> </ul>   | <input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b>  |
| <p><b>ITEM NO. 20 - Meeting Consensus</b><br/> <b>Section 5 – Defect Process - Page 47 &amp; 48</b><br/> Table 5-1. Type 6 Defect Process – STEP 4<br/> Accountability – BCCM<br/> Sub-process – Activity<br/> <u><b>DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)</b></u></p> <ol style="list-style-type: none"> <li>1. Defect workaround identified</li> <li>2. Change Request status change to “W” for workaround identified.</li> <li>3. Workaround is communicated via email to originating CLEC and to the CLEC community via email and web posting.</li> <li>4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call.</li> </ol> <p>If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to the CLEC community via email and web posting.</p> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b>   |
| <p><b>ITEM NO. 21 - Contested Consensus (Voters must disagree with one (1) of the following recommendations and indicate ranking of the other)</b><br/> <b>Section 5 – Defect Process - Page 47 &amp; 48</b><br/> Table 5-1. Type 6 Defect Process – STEP 4</p> <p>Sub-process – <b>CYCLE TIME</b></p> <p><u><b>CLEC RECOMMENDATION</b></u></p> <p>1 Bus Day for High and Medium Impact<br/> 4 Bus Days for Low Impact</p> <hr/> <p><u><b>BELLSOUTH RECOMMENDATION</b></u></p> <p>2 Bus Days for High Impact<br/> 4 Bus Days for Medium and Low Impact</p>  | <div style="margin-bottom: 10px;"> <input type="checkbox"/> <b>Agree</b><br/> <input type="checkbox"/> <b>Generally Agree</b><br/> <input type="checkbox"/> <b>Neutral</b><br/> <input type="checkbox"/> <b>Somewhat Disagree</b><br/> <input type="checkbox"/> <b>Disagree</b> </div> <div> <input type="checkbox"/> <b>Agree</b><br/> <input type="checkbox"/> <b>Generally Agree</b><br/> <input type="checkbox"/> <b>Neutral</b><br/> <input type="checkbox"/> <b>Somewhat Disagree</b> </div> |

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# BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

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|   | <input type="checkbox"/> <b>Disagree</b>   |
| <p><b>ITEM NO. 22 - Meeting Consensus</b><br/> <b>Section 5 – Defect Process - Page 47 &amp; 48</b><br/>         Table 5-1. Type 6 Defect Process – STEP 5<br/>         Accountability – BCCM<br/>         Sub-process – Activity<br/> <u><b>INTERNAL RESOLUTION PROCESS</b></u></p> <ol style="list-style-type: none"> <li>1. Schedule and evaluate Defects based on capacity and business impacts to the CLECs and BellSouth.</li> <li>2. Provide status updates to the CLEC community via email as the status change until the defect is implemented.</li> </ol>   | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 23 - Contested Consensus (Voters must disagree with one of the following recommendations and indicate ranking of the other)</b><br/> <b>Section 5 – Defect Process - Page 48 &amp; 49</b><br/>         Table 5-1. Type 6 Defect Process – STEP 5<br/><br/>         Sub-process – CYCLE TIME<br/><br/> <u><b>CLEC RECOMMENDATION</b></u><br/><br/>         Validated High and Medium Impact defects will be implemented within a 4-10 business day range, best effort.<br/><br/>         Low Impact defects will be implemented with a 4-20 business day range, best effort.</p> <hr/> <p><u><b>BELLSOUTH RECOMMENDATION</b></u><br/><br/>         Validated High Impact Defects will be implemented within a 4-25 business day range, best effort.<br/><br/>         Medium Impact Defects will be implemented within 90 business days, best effort.<br/><br/>         Low Impact defects will be implemented best effort.</p> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 24 - Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release Package Development and Approval - Page 51</b><br/><br/>         Part 1 – Change Review Meeting - 4<sup>th</sup> paragraph NOTE:</p>   | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |

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# BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

|   |  |
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| <p>Status Meetings will occur monthly. Prioritization meetings will be scheduled to occur in <b>March, June, September and December</b> and will include the monthly status meeting agenda items.</p>   |  |
| <p><b>ITEM NO. 25 - Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release</b><br/> <b>Package Development and Approval - Page 52</b></p> <p>Part 2 – Change Review Package - 4<sup>th</sup> bullet:</p> <ul style="list-style-type: none"> <li>BellSouth's estimate of the size and scope of each Change Request.</li> </ul>   | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> <input type="checkbox"/> <b>Disagree</b> </div> |
| <p><b>ITEM NO. 26 - Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release</b><br/> <b>Package Development and Approval - Page 52-53</b></p> <p>Part 3 – Prioritizing Change Requests - 10<sup>th</sup> bullet: (Leave this bulleted item as originally stated)</p> <ul style="list-style-type: none"> <li>Manual processes and documentation changes will be prioritized separately; however they will need to be synchronized with the electronic interface changes.</li> </ul> | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> <input type="checkbox"/> <b>Disagree</b> </div> |
| <p><b>ITEM NO. 27 - Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release</b><br/> <b>Package Development and Approval - Page 54</b></p> <p>Part 4 – Developing and Approving Release Packages - 1<sup>st</sup> bulleted item:</p> <ul style="list-style-type: none"> <li>Sizing and sequencing of change requests will be accomplished at the Prioritization Meeting. CLECs may take into account the size and scope when prioritizing items.</li> </ul>                        | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> <input type="checkbox"/> <b>Disagree</b> </div> |
| <p><b>ITEM NO. 28 – Contested Consensus (Voters must disagree with one (1) of the following recommendations and indicate ranking of the other)</b><br/> <b>Section 7 – Introduction and Retirement of Interfaces - Page 57</b></p> <p>Retirement of Interfaces – 1<sup>st</sup> paragraph sentence</p>  | <p>Docket No. 00-00079<br/> JMB-S1<br/> Page 11 of 15</p>  |

# BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

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| <p><b><u>CLEC RECOMMENDATION</u></b></p> <p>As active interfaces are retired, BellSouth will notify the CLECs by submitting a Type 4 change request through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface.</p>  | <p> <input type="checkbox"/> Agree<br/> <input type="checkbox"/> Generally Agree<br/> <input type="checkbox"/> Neutral<br/> <input type="checkbox"/> Somewhat Disagree<br/> <input type="checkbox"/> Disagree         </p> |
| <p><b><u>BELLSOUTH RECOMMENDATION</u></b></p> <p>As active interfaces are retired, BellSouth will notify the CLECs through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface.</p>   | <p> <input type="checkbox"/> Agree<br/> <input type="checkbox"/> Generally Agree<br/> <input type="checkbox"/> Neutral<br/> <input type="checkbox"/> Somewhat Disagree<br/> <input type="checkbox"/> Disagree         </p> |
| <p><b>ITEM NO. 29 - Meeting Consensus</b><br/> <b>Section 7 - Introduction and Retirement of Interfaces - Page 57</b></p> <p><b>Retirement of Versions</b></p> <p>When software versions are retired, BellSouth will give the CLECs a 120 day notification.</p>   | <p> <input type="checkbox"/> Agree<br/> <input type="checkbox"/> Generally Agree<br/> <input type="checkbox"/> Neutral<br/> <input type="checkbox"/> Somewhat Disagree<br/> <input type="checkbox"/> Disagree         </p> |
| <p><b>ITEM NO. 30 - Meeting Consensus</b><br/> <b>Section 7 - Introduction and Retirement of Interfaces - Page 57</b></p> <p><b>Retirement of Versions - Proposed Appeal Language</b></p> <p>A CLEC may respond to Change Control with its desire to extend a retirement date. The CLEC must explain why the scheduled retirement date is not acceptable by providing the impact to its business.</p> | <p> <input type="checkbox"/> Agree<br/> <input type="checkbox"/> Generally Agree<br/> <input type="checkbox"/> Neutral<br/> <input type="checkbox"/> Somewhat Disagree<br/> <input type="checkbox"/> Disagree         </p> |
| <p><b>ITEM NO. 31 - Contested Consensus (Voters must disagree with one of the following recommendations and indicate ranking of the other)</b><br/> <b>Section 8 - Escalation Process - Page 58 &amp; 59</b></p> <p><b><u>Guidelines</u></b></p>  | <p style="text-align: center;">             Docket No. 00-00079<br/>             JMB-S1<br/>             Page 12 of 15           </p>  |

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# BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

|   |   |
|---|---|
| <p><b><u>CLEC RECOMMENDATION</u></b></p> <ul style="list-style-type: none"> <li>For Type 6 High and Medium Impact issues, the escalation process is agreed to allow BellSouth a one-day turnaround to provide a status for each cycle of escalation.</li> <li>For Type 6 Low Impact and Type 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three-day turnaround to provide a status for each cycle of escalation.</li> </ul>   | <div style="margin-bottom: 10px;"> <input type="checkbox"/> Agree<br/> <input type="checkbox"/> Generally Agree<br/> <input type="checkbox"/> Neutral<br/> <input type="checkbox"/> Somewhat Disagree<br/> <input type="checkbox"/> Disagree         </div> |
| <p><b><u>BELLSOUTH RECOMMENDATION</u></b></p> <ul style="list-style-type: none"> <li>For Type 6 High Impact Issues, the escalation process is agreed to allow BellSouth a two (2) day turnaround to provide a status for each cycle of escalation.</li> <li>For Type 6 Medium and Low Impact issues, the escalation process is agreed to allow BellSouth a five (5) day turnaround to provide a status for each cycle of escalation. For Types 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three (3) day turnaround to provide a status for each cycle of escalation.</li> </ul> | <div style="margin-bottom: 10px;"> <input type="checkbox"/> Agree<br/> <input type="checkbox"/> Generally Agree<br/> <input type="checkbox"/> Neutral<br/> <input type="checkbox"/> Somewhat Disagree<br/> <input type="checkbox"/> Disagree         </div> |
| <p><b>ITEM NO. 32 - Meeting Consensus</b><br/> <b>Section 8 - Escalation Process - Contact List for Escalation</b><br/> <b>- Type 2-6 Changes - Page 62</b></p> <p>1<sup>st</sup> Paragraph:</p> <p><b>Type 2-5 Changes:</b> Within 5 business days of receipt (4 from acknowledgment) BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.</p>   | <div style="margin-bottom: 10px;"> <input type="checkbox"/> Agree<br/> <input type="checkbox"/> Generally Agree<br/> <input type="checkbox"/> Neutral<br/> <input type="checkbox"/> Somewhat Disagree<br/> <input type="checkbox"/> Disagree         </div> |
| <p><b>ITEM NO. 33 - Contested Consensus (Voters must disagree with one of the following recommendations and indicate ranking of the other)</b><br/> <b>Section 8 - Escalation Process - Contact List for Escalation</b><br/> <b>- Type 2-6 Changes - Page 62</b></p> <p>2<sup>nd</sup> Paragraph:</p> <p><b><u>CLEC RECOMMENDATION</u></b></p> <p>Type 6, High and Medium Impact Changes: Within one (1) business day of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.</p>                          | <div style="margin-bottom: 10px;"> <input type="checkbox"/> Agree<br/> <input type="checkbox"/> Generally Agree<br/> <input type="checkbox"/> Neutral<br/> <input type="checkbox"/> Somewhat Disagree<br/> <input type="checkbox"/> Disagree         </div> |

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# BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

## BELLSOUTH RECOMMENDATION

Type 6 High Impact Changes: Within two (2) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position. Type 6 Medium and Low Impact Changes: Within five (5) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

- ☐ Agree
- ☐ Generally Agree
- ☐ Neutral
- ☐ Somewhat Disagree
- ☐ Disagree

## **ITEM NO. 34 - Contested Consensus (Voters must disagree with one of the following recommendations and indicate ranking of the other)**

### **Section 8 - Dispute Resolution Process - Page 64**

## CLEC RECOMMENDATION

In the event that an issue arises from Section 9, Change to this Process, or arises from some other Section and is not resolved through the Escalation Process as described herein, including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs, resolution of the dispute shall be accomplished as set forth below:

- Either BellSouth or any CLEC affected by the dispute may request mediation through the appropriate state regulatory agency, if available. If mediation is requested, parties shall participate in good faith.
- Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue.
- All participants in the CCP shall be provided timely notice of any mediations or formal complaints.

- ☐ Agree
- ☐ Generally Agree
- ☐ Neutral
- ☐ Somewhat Disagree
- ☐ Disagree

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## BELLSOUTH RECOMMENDATION

- ☐ Agree

**BELLSOUTH CHANGE CONTROL PROCESS  
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In the event that an issue is not resolved through the Escalation Process as described herein, including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs. Resolution of the dispute shall be accomplished as set forth below:

- Either BellSouth or any CLEC affected by the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, parties shall participate in good faith. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs affected by the dispute.
- Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue.

|                          |                          |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <b>Generally Agree</b>   |
| <input type="checkbox"/> | <b>Neutral</b>           |
| <input type="checkbox"/> | <b>Somewhat Disagree</b> |
| <input type="checkbox"/> | <b>Disagree</b>          |

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# BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT FINAL TALLY

|  |   |
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| <b>ITEM NO. 1 - Meeting Consensus</b><br><b>Section 1 – Introduction – Page 7</b><br><br><b>INDUSTRY CONSENSUS – 100%</b>                        | <b>Agree – AT&amp;T, Birch, BST,</b><br><b>ITC/Deltacom, Network One,</b><br><b>Rhythms, Sprint, Telcordia,</b><br><b>Worldcom</b><br><br><b>Generally Agree - Time/Warner</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b> |
| <b>ITEM NO. 2 - Meeting Consensus</b><br><b>Section 1 – Introduction – Page 8</b><br><br><b>INDUSTRY CONSENSUS – 100%</b>                        | <b>Agree – AT&amp;T, Birch, BST,</b><br><b>ITC/Deltacom, Network One,</b><br><b>Rhythms, Sprint, Telcordia,</b><br><b>Time/Warner</b><br><br><b>Generally Agree - Worldcom</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b> |
| <b>ITEM NO. 3 - Meeting Consensus</b><br><b>Section 3 – Introduction – Page 11 &amp; 12</b><br><br><b>INDUSTRY CONSENSUS – 100%</b>              | <b>Agree – AT&amp;T, Birch, BST,</b><br><b>ITC/Deltacom, Network One,</b><br><b>Rhythms, Sprint, Telcordia,</b><br><b>Time/Warner</b><br><br><b>Generally Agree - Worldcom</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b> |
| <b>ITEM NO. 4 - Meeting Consensus</b><br><b>Section 3 – Introduction – Page 12</b><br><br><b>INDUSTRY CONSENSUS - 90%</b>                        | <b>Agree – AT&amp;T, Birch, BST,</b><br><b>ITC/Deltacom, Rhythms,</b><br><b>Generally Agree – Network One,</b><br><b>Sprint, Telcordia,</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree – Time/Warner</b>                      |
| <b>ITEM NO. 5 - Meeting Consensus</b><br><b>Section 4 – Part 1 – Type 1 Detail Process Flow – Page 18</b><br><br><b>INDUSTRY CONSENSUS - 90%</b> | <b>Agree – AT&amp;T, Birch, BST,</b><br><b>ITC/Deltacom, Rhythms,</b><br><b>Telcordia, Time/Warner</b><br><br><b>Generally Agree - Worldcom</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree - Sprint</b>                       |



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| <p><b>ITEM NO. 6 - Meeting Consensus</b><br/> <b>Section 4 – Part 1 – Type 1 Detail Process Flow – Page 18</b></p> <p><b>INDUSTRY CONSENSUS - 100%</b></p>   | <p><b>Agree - AT&amp;T, Birch, BST,<br/>ITC/Deltacom, Rhythms, Sprint,<br/>Telcordia, Worldcom</b></p> <p><b>Generally Agree - Network One,<br/>Time/Warner</b></p> <p><b>Neutral</b></p> <p><b>Somewhat Disagree</b></p> <p><b>Disagree</b></p>  |
| <p><b>ITEM NO. 7 - Meeting Consensus</b><br/> <b>Section 4 – Part 2 – Types 2-5 Process Flow – Page 26</b></p> <p><b>INDUSTRY CONSENSUS - 100%</b></p>   | <p><b>Agree - AT&amp;T, Birch, BST,<br/>ITC/Deltacom, Network One,<br/>Rhythms, Sprint, Telcordia,<br/>Time/Warner, Worldcom</b></p> <p><b>Generally Agree</b></p> <p><b>Neutral</b></p> <p><b>Somewhat Disagree</b></p> <p><b>Disagree</b></p>   |
| <p><b>ITEM NO. 8 - Meeting Consensus</b><br/> <b>Section 4 – Part 3 – Types 2-5 Exception/Expedited Feature<br/>Process – Pages 33-37 WITHDRAWAL</b></p> <p><b>INDUSTRY CONSENSUS - 100%</b></p>   | <p><b>Agree - AT&amp;T, Birch, BST, Network<br/>One, Telcordia, Time/Warner,<br/>Worldcom</b></p> <p><b>Generally Agree -<br/>ITC/Deltacom, Rhythms, Sprint</b></p> <p><b>Neutral</b></p> <p><b>Somewhat Disagree</b></p> <p><b>Disagree</b></p>  |
| <p><b>ITEM NO. 9 - Meeting Consensus</b><br/> <b>Section 4 – Part 3 – Types 2-5 Exception/Expedited Feature<br/>Process SPLIT FROM "DEFECT PROCESS" INTO SEPARATE<br/>SECTION FOR EXPEDITED FEATURES ONLY.</b></p> <p><b>INDUSTRY CONSENSUS - 100%</b></p> | <p><b>Agree - AT&amp;T, Birch, BST,<br/>ITC/Deltacom, Network One,<br/>Telcordia, Time/Warner,<br/>Worldcom</b></p> <p><b>Generally Agree - Rhythms</b></p> <p><b>Neutral - Sprint</b></p> <p><b>Somewhat Disagree</b></p> <p><b>Disagree</b></p> |
| <p><b>ITEM NO. 10 - Meeting Consensus</b><br/> <b>Section 4 – Part 3 – Expedited Feature Process -Page 37</b></p> <p><b>INDUSTRY CONSENSUS - 100%</b></p>  | <p><b>Agree - AT&amp;T, Birch, BST,<br/>ITC/Deltacom, Telcordia</b></p> <p><b>Generally Agree - Network One,<br/>Rhythms, Sprint, Time/Warner</b></p> <p><b>Neutral - Worldcom</b></p> <p><b>Somewhat Disagree</b></p> <p><b>Disagree</b></p>     |

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| <b>ITEM NO. 11 - Meeting Consensus</b><br><b>Section 4 – Part 3 – Expedited Feature Process -Page 39</b><br><br><b>INDUSTRY CONSENSUS - 100%</b> | <b>Agree – AT&amp;T, Birch, BST, Network One, Telcordia, Time/Warner</b><br><b>Generally Agree –</b><br><b>ITC/Deltacom, Rhythms, Sprint, Worldcom</b><br><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>   |
| <b>ITEM NO. 12 - Meeting Consensus</b><br><b>Section 4 – Part 3 – Expedited Feature Process -Page 39</b><br><br><b>INDUSTRY CONSENSUS - 100%</b> | <b>Agree – AT&amp;T, Birch, BST, Network One, Time/Warner</b><br><b>Generally Agree –</b><br><b>ITC/Deltacom, Sprint, Telcordia, Worldcom</b><br><br><b>Neutral - Rhythms</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>  |
| <b>ITEM NO. 13 - Meeting Consensus</b><br><b>Section 4 – Part 3 – Expedited Feature Process -Page 41</b><br><br><b>INDUSTRY CONSENSUS - 100%</b> | <b>Agree – AT&amp;T, Birch, BST, Network One, Telcordia</b><br><b>Generally Agree –</b><br><b>ITC/Deltacom, Time/Warner, Worldcom</b><br><br><b>Neutral - Rhythms</b><br><b>Somewhat Disagree - Sprint</b><br><b>Disagree</b> |
| <b>ITEM NO. 14 - Meeting Consensus</b><br><b>Section 5 – Part 3 – Defect Process -Pages 42 – 50</b><br><br><b>INDUSTRY CONSENSUS - 100%</b>      | <b>Agree – AT&amp;T, Birch, BST, Network One, Sprint, Telcordia, Time/Warner</b><br><b>Generally Agree - Rhythms</b><br><b>Neutral – ITC/Deltacom</b><br><b>Somewhat Disagree -</b><br><b>Worldcom</b><br><b>Disagree</b>     |
| <b>ITEM NO. 15 - Meeting Consensus</b><br><b>Section 5 – Part 3 – Defect Process -Page 42 &amp; 43</b><br><br><b>INDUSTRY CONSENSUS - 90%</b>    | <b>Agree – AT&amp;T, Birch, BST, ITC/Deltacom, Network One, Rhythms</b><br><b>Generally Agree – Telcordia, Worldcom</b>   |

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|   | <b>Neutral</b><br><b>Somewhat Disagree - Sprint</b><br><b>Disagree - Time/Warner</b>   |
| <b>ITEM NO. 16 - Meeting Consensus</b><br><b>Section 5 - Defect Process - Page 45</b><br><br><b>INDUSTRY CONSENSUS - 100%</b>   | <b>Agree - AT&amp;T, Birch, BST,</b><br><b>ITC/Deltacom, Network One,</b><br><b>Telcordia, Time/Warner</b><br><b>Generally Agree - Rhythms,</b><br><b>Worldcom</b><br><b>Neutral - Sprint</b><br><b>Somewhat Disagree</b><br><b>Disagree</b> |
| <b>ITEM NO. 17 - Meeting Consensus</b><br><b>Section 5 - Defect Process - Page 45</b><br><br><b>INDUSTRY CONSENSUS - 100%</b>   | <b>Agree - AT&amp;T, Birch, BST,</b><br><b>ITC/Deltacom, Network One,</b><br><b>Sprint, Telcordia, Worldcom</b><br><b>Generally Agree - Rhythms,</b><br><b>Time/Warner</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>  |
| <b>ITEM NO. 18 - Contested Consensus (<u>Voters must disagree</u></b><br><b><u>with one (1) of the following recommendations and indicate</u></b><br><b><u>ranking of the other</u>)</b><br><b>Section 5 - Defect Process - Page 46</b><br><br><u>CLEC RECOMMENDATION</u><br><br><b>CONTESTED CONSENSUS - 90%</b> | <b>Agree - AT&amp;T, Birch, ITC/Deltacom,</b><br><b>Network One, Rhythms, Sprint,</b><br><b>Time/Warner, Worldcom</b><br><b>Generally Agree - Telcordia</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree - BST</b>           |
| <u>BELLSOUTH RECOMMENDATION</u><br><br><b>CONTESTED CONSENSUS - 10%</b>   | <b>Agree - BST</b><br><b>Generally Agree</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree - AT&amp;T, Birch,</b><br><b>ITC/Deltacom, Network One,</b><br><b>Rhythms, Sprint, Time/Warner,</b><br><b>Worldcom</b>             |
| <b>ITEM NO. 19 - Meeting Consensus</b><br><b>Section 5 - Defect Process - Page 45</b>   | <b>Agree - AT&amp;T, Birch, BST, Network</b><br><b>One, Time/Warner</b><br><b>Generally Agree -</b><br><b>ITC/Deltacom, Rhythms,</b>   |

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| <b>INDUSTRY CONSENSUS - 90%</b>   | <p style="text-align: center;">Worldcom</p> <b>Neutral</b><br><b>Somewhat Disagree - Sprint</b><br><b>Disagree - Telcordia</b>  |
| <b>ITEM NO. 20 - Meeting Consensus</b><br><b>Section 5 - Defect Process - Page 47 &amp; 48</b><br><br><b>INDUSTRY CONSENSUS - 100%</b>  | <b>Agree - AT&amp;T, Birch, BST,</b><br><b>ITC/Deltacom, Sprint,</b><br><b>Telcordia, Time/Warner</b><br><b>Generally Agree - Network One,</b><br><b>Rhythms, Worldcom</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>   |
| <b>ITEM NO. 21 - Contested Consensus (<u>Voters must disagree with one (1) of the following recommendations and indicate ranking of the other</u>)</b><br><b>Section 5 - Defect Process - Page 47 &amp; 48</b><br><br><u>CLEC RECOMMENDATION</u><br><br><b>CONTESTED CONSENSUS - 80%</b><br><br><hr/> <u>BELLSOUTH RECOMMENDATION</u><br><br><b>CONTESTED CONSENSUS - 20%</b> | <b>Agree - AT&amp;T, Birch, ITC/Deltacom,</b><br><b>Network One, Rhythms, Sprint,</b><br><b>Telcordia, Worldcom</b><br><b>Generally Agree</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree - BST, Time/Warner</b><br><br><hr/> <b>Agree - BST</b><br><b>Generally Agree - Time/Warner</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree - AT&amp;T, Birch,</b><br><b>ITC/Deltacom, Network One,</b><br><b>Rhythms, Sprint, Telcordia,</b><br><b>Worldcom</b> |
| <b>ITEM NO. 22 - Meeting Consensus</b><br><b>Section 5 - Defect Process - Page 47 &amp; 48</b><br><br><b>INDUSTRY CONSENSUS - 100%</b>  | <b>Agree - AT&amp;T, Birch, BST,</b><br><b>ITC/Deltacom, Sprint,</b><br><b>Telcordia, Time/Warner</b><br><b>Generally Agree - Network One,</b><br><b>Rhythms, Worldcom</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>   |

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| <p><b>ITEM NO. 23 - Contested Consensus (<u>Voters must disagree with one of the following recommendations and indicate ranking of the other</u>)</b><br/> <b>Section 5 – Defect Process - Page 48 &amp; 49</b><br/> <u>CLEC RECOMMENDATION</u><br/> <b>CONTESTED CONSENSUS – 80%</b></p> | <p><b>Agree</b> – AT&amp;T, ITC/Deltacom, Rhythms, Sprint, Telcordia, Worldcom<br/> <b>Generally Agree</b> – Birch, Network One<br/> <b>Neutral</b><br/> <b>Somewhat Disagree</b><br/> <b>Disagree</b> – BST, Time/Warner</p> |
| <p><u>BELLSOUTH RECOMMENDATION</u><br/> <b>CONTESTED CONSENSUS – 20%</b></p>  | <p><b>Agree</b> - BST<br/> <b>Generally Agree</b><br/> <b>Neutral</b> - Time/Warner<br/> <b>Somewhat Disagree</b><br/> <b>Disagree</b> – AT&amp;T, ITC/Deltacom, Rhythms, Sprint, Telcordia, Worldcom, Network One</p>        |
| <p><b>ITEM NO. 24 - Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release Package Development and Approval - Page 51</b><br/> <b>INDUSTRY CONSENSUS - 100%</b></p>   | <p><b>Agree</b> – AT&amp;T, Birch, BST, ITC/Deltacom, Network One, Sprint, Telcordia, Time/Warner, Worldcom<br/> <b>Generally Agree</b> – Rhythms<br/> <b>Neutral</b><br/> <b>Somewhat Disagree</b><br/> <b>Disagree</b></p>  |
| <p><b>ITEM NO. 25 - Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release Package Development and Approval - Page 52</b><br/> <b>INDUSTRY CONSENSUS - 100%</b></p>   | <p><b>Agree</b> – AT&amp;T, Birch, BST, Network One, Rhythms, Sprint, Telcordia, Time/Warner, Worldcom<br/> <b>Generally Agree</b> – ITC/Deltacom<br/> <b>Neutral</b></p>   |

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|  | <b>Somewhat Disagree</b><br><b>Disagree</b>   |
| <b>ITEM NO. 26 - Meeting Consensus</b><br><b>Section 6 – Change Review – Prioritization – Release</b><br><b>Package Development and Approval - Page 52-53</b><br><br><b>INDUSTRY CONSENSUS - 100%</b>  | <b>Agree - AT&amp;T, Birch, BST, Sprint,</b><br><b>Telcordia, Worldcom</b><br><b>Generally Agree -</b><br><b>ITC/Deltacom, Network One,</b><br><b>Rhythms, Time/Warner</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>   |
| <b>ITEM NO. 27 - Meeting Consensus</b><br><b>Section 6 – Change Review – Prioritization – Release</b><br><b>Package Development and Approval - Page 54</b><br><br><b>INDUSTRY CONSENSUS - 100%</b>   | <b>Agree - AT&amp;T, Birch, BST,</b><br><b>ITC/Deltacom, Network One,</b><br><b>Sprint, Telcordia, Time/Warner</b><br><b>Generally Agree - Rhythms,</b><br><b>Worldcom</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>   |
| <b>ITEM NO. 28 – Contested Consensus (<u>Voters must disagree</u></b><br><b><u>with one (1) of the following recommendations and indicate</u></b><br><b><u>ranking of the other</u>)</b><br><b>Section 7 – Introduction and Retirement of Interfaces - Page</b><br><b>57</b><br><br><u>CLEC RECOMMENDATION</u><br><br><b>CONTESTED CONSENSUS – 70%</b> | <b>Agree - AT&amp;T, Birch, ITC/Deltacom,</b><br><b>Rhythms, Sprint, Telcordia,</b><br><b>Worldcom</b><br><b>Generally Agree</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree - BST, Network One,</b><br><b>Time/Warner</b><br><br><hr/> <b>Agree - BST, Network One,</b><br><b>Time/Warner</b><br><b>Generally Agree</b> |
| <u>BELLSOUTH RECOMMENDATION</u>  |   |

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| <p><b>CONTESTED CONSENSUS – 30%</b></p>   | <p><b>Neutral</b><br/><b>Somewhat Disagree</b><br/><b>Disagree – AT&amp;T, Birch,</b><br/>ITC/Deltacom, Rhythms, Sprint,<br/>Telcordia, Worldcom</p>  |
| <p><b>ITEM NO. 29 - Meeting Consensus</b><br/><b>Section 7 – Introduction and Retirement of Interfaces - Page 57</b></p> <p><b>INDUSTRY CONSENSUS - 100%</b></p>  | <p><b>Agree – AT&amp;T, Birch, BST, Network One, Rhythms, Time/Warner</b><br/><b>Generally Agree –</b><br/>ITC/Deltacom, Sprint,<br/>Telcordia, Worldcom<br/><b>Neutral</b><br/><b>Somewhat Disagree</b><br/><b>Disagree</b></p>                                      |
| <p><b>ITEM NO. 30 - Meeting Consensus</b><br/><b>Section 7 – Introduction and Retirement of Interfaces - Page 57</b></p> <p><b>INDUSTRY CONSENSUS - 100%</b></p>  | <p><b>Agree – AT&amp;T, Birch, BST,</b><br/>ITC/Deltacom, Network One,<br/>Rhythms, Sprint, Telcordia,<br/>Worldcom<br/><b>Generally Agree – Time/Warner</b><br/><b>Neutral</b><br/><b>Somewhat Disagree</b><br/><b>Disagree</b></p>                                  |
| <p><b>ITEM NO. 31 - Contested Consensus (<u>Voters must disagree with one of the following recommendations and indicate ranking of the other</u>)</b><br/><b>Section 8 – Escalation Process - Page 58 &amp; 59</b></p> <p><u>CLEC RECOMMENDATION</u></p> <p><b>CONTESTED CONSENSUS – 90%</b></p> <hr/> <p><u>BELLSOUTH RECOMMENDATION</u></p> | <p><b>Agree – AT&amp;T, Birch, ITC/Deltacom,</b><br/>Rhythms, Sprint, Telcordia,<br/>Worldcom<br/><b>Generally Agree – Network One,</b><br/>Time/Warner<br/><b>Neutral</b><br/><b>Somewhat Disagree</b><br/><b>Disagree - BST</b></p> <hr/> <p><b>Agree - BST</b></p> |

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| <p><b>CONTESTED CONSENSUS – 10%</b></p>  | <p><b>Generally Agree</b><br/><b>Neutral</b><br/><b>Somewhat Disagree</b><br/><b>Disagree – AT&amp;T, Birch,</b><br/>ITC/Deltacom, Rhythms, Sprint,<br/>Telcordia, Worldcom, Network<br/>One, Time/Warner</p>  |
| <p><b>ITEM NO. 32 - Meeting Consensus</b><br/><b>Section 8 – Escalation Process – Contact List for Escalation</b><br/><b>– Type 2-6 Changes - Page 62</b></p> <p><b>INDUSTRY CONSENSUS – 100%</b></p>  | <p><b>Agree – AT&amp;T, Birch, BST,</b><br/>ITC/Deltacom, Network One,<br/>Rhythms, Sprint, Telcordia,<br/>Time/Warner</p> <p><b>Generally Agree – Worldcom</b><br/><b>Neutral</b><br/><b>Somewhat Disagree</b><br/><b>Disagree</b></p>  |
| <p><b>ITEM NO. 33 - Contested Consensus (<u>Voters must disagree with one of the following recommendations and indicate ranking of the other</u>)</b><br/><b>Section 8 – Escalation Process – Contact List for Escalation</b><br/><b>– Type 2-6 Changes – Page 62</b></p> <p><u>CLEC RECOMMENDATION</u></p> <p><b>CONTESTED CONSENSUS – 80%</b></p> <hr/> <p><u>BELLSOUTH RECOMMENDATION</u></p> <p><b>CONTESTED CONSENSUS – 20%</b></p> | <p><b>Agree – AT&amp;T, Birch, ITC/Deltacom,</b><br/>Rhythms, Sprint, Telcordia,<br/>Worldcom</p> <p><b>Generally Agree – Network One</b><br/><b>Neutral</b><br/><b>Somewhat Disagree</b><br/><b>Disagree – BST, Time/Warner</b></p> <hr/> <p><b>Agree – BST, Time/Warner</b><br/><b>Generally Agree</b><br/><b>Neutral</b><br/><b>Somewhat Disagree</b><br/><b>Disagree – AT&amp;T, Birch,</b><br/>ITC/Deltacom, Rhythms, Sprint,<br/>Telcordia, Worldcom</p> |



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| <p><b>ITEM NO. 34 - Contested Consensus (<u>Voters must disagree with one of the following recommendations and indicate ranking of the other</u>)</b><br/> <b>Section 8 – Dispute Resolution Process - Page 64</b><br/> <u>CLEC RECOMMENDATION</u><br/> <b>CONTESTED CONSENSUS – 90%</b></p> | <p><b>Agree – AT&amp;T, Birch, ITC/Deltacom, Network One, Rhythms, Sprint, Telcordia, Time/Warner</b><br/> <b>Generally Agree - Worldcom</b><br/> <b>Neutral</b><br/> <b>Somewhat Disagree</b><br/> <b>Disagree - BST</b></p> |
| <p><u>BELLSOUTH RECOMMENDATION</u><br/> <b>CONTESTED CONSENSUS – 10%</b></p>   | <p><b>Agree - BST</b><br/> <b>Generally Agree</b><br/> <b>Neutral</b><br/> <b>Somewhat Disagree</b><br/> <b>Disagree – AT&amp;T, Birch, ITC/Deltacom, Network One, Rhythms, Sprint, Telcordia, Time/Warner, Worldcom</b></p>  |

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| <b>CLEC Participant Company Name:</b>   | <b>Date:</b>   |
| <b>ITEM NO. 1 - Meeting Consensus</b><br><b>Section 3 – Change Control Decision Process – Page 11</b><br>Type 6 – CLEC Impacting Defects<br><br>All references to “business or software requirements” will be replaced with “user requirements” throughout this definition.   | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <b>ITEM NO. 2 - Meeting Consensus</b><br><b>Section 4 – Change Control Process Flow – Page 17</b><br>Type 1 Detail Process Flow – Step 2 – Cycle Time<br><br>Cycle Time will reflect the following : BellSouth will provide email notification to the CLECs via Change Control of Type 1 system outages within 15 minutes of the outage verification. In addition, BellSouth will continue to post the outage information on the CCP website.<br><br>(Table 4.1 description and content on page 16 will also be updated to reflect the “language” above in Step 2 – Initial Notification cycle time)  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <b>ITEM NO. 3 - Meeting Consensus</b><br><b>Section 4 – Change Control Process Flow – Types 2-5</b><br><b>Process flow – Page 25</b><br>Step 3 – Review Change Request for Acceptance<br><br>Additional language – Sub-processes/Activities<br><br>BellSouth may determine that a CLEC initiated change request cannot be accepted because of cost, industry direction or because it is considered not technically feasible to implement. If requested, the appropriate BellSouth SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with the CLEC community. The SME must be provided a minimum of two-week advance notice to participate in the upcoming Monthly Status Meeting. | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <b>ITEM NO. 4 - Meeting Consensus</b><br><b>Section 4 – Change Control Process Flow – Types 2-5</b><br><b>Process flow – Page 25</b><br>Step 3 – Review Change Request for Acceptance<br>Additional language – Sub-processes/Activities<br><br><u>OBF Issues</u><br>All change requests that are being actively discussed at OBF, or are on the agenda to be discussed, will be deferred. If the issue is not active and will not be considered within the next six (6) months, and there is agreement  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |

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Participants in Change Control

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| <p>between BellSouth and affected CLECs to proceed prior to an OBF resolution, BellSouth will determine if it can support the request.</p>   |  |
| <p><b>ITEM NO. 5 - Meeting Consensus</b><br/> <b>Section 4 – Change Control Process Flow – Types 2-5</b><br/> <b>Process flow – Page 26</b><br/> Step 4 – Prepare for Change Review Meeting</p> <p>Activity #5 – Provide preliminary size and scope information on each pending change request to CLECs.</p> <p><u>OUTPUTS:</u> Preliminary size and scope on each Pending change request.</p> <p>Note: Outstanding action item to further define the characteristics of Large, Medium and Small sizing metric.</p>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 6 - Meeting Consensus</b><br/> <b>Section 4 – Change Control Process Flow – Types 2-5</b><br/> <b>Process flow – Page 26</b><br/> Step 4 – Prepare for Change Review Meeting<br/> Additional language – Sub-processes/Activities</p> <p>The sizing information provided with the Change Review Meeting package is a preliminary estimate of the work effort. After prioritization, each interface is assessed in depth to determine the scope of the change request. Based on this assessment, an adjustment in the sizing may be required.</p>                                 | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 7 - Meeting Consensus</b><br/> <b>Section 4 – Change Control Process Flow – Types 2-5</b><br/> <b>Process flow – Page 27</b><br/> Step 5 – Conduct Change Review Meeting<br/> <u>Monthly Status Meetings</u><br/> Activity #4 &amp; #5:</p> <ol style="list-style-type: none"> <li>4. Review issues and action items and assign owners.</li> <li>5. Present new change requests submitted since previous Monthly Status Meeting.</li> </ol> <p><u>INPUTS:</u></p> <ul style="list-style-type: none"> <li>• Preliminary size and scope on each Pending change request</li> </ul> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 8 - Meeting Consensus</b><br/> <b>Section 4 – Change Control Process Flow – Types 2-5</b><br/> <b>Process flow – Page 27</b><br/> Step 5 – Conduct Change Review Meeting<br/> Prioritization Meetings</p>   | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b>   |

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| <p>Activity #3</p> <p>3. BellSouth presents the preliminary size and scope of each change request. BellSouth presents the number of major releases and dates targeted for the next 12 months.</p>  | <input type="checkbox"/> <b>Disagree</b>   |
| <p><b>ITEM NO. 9 - Meeting Consensus</b><br/> <b>Section 4 - Change Control Process Flow - Types 2-5</b><br/> <b>Process flow - Page 28 &amp; 29</b><br/> Step 7 - Internal Change Management Process<br/> Activity #1 &amp; #2</p> <p>1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Candidate Change Requests. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.</p> <p>2. Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached.</p> <p><u>OUTPUTS</u></p> <ul style="list-style-type: none"> <li>• CLEC Analysis</li> </ul>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 10 - Meeting Consensus</b><br/> <b>Section 4 - Change Control Process Flow - Types 2-5</b><br/> <b>Process flow - Page 29 - 30</b><br/> Step 8 - Conduct Release Package Meeting<br/> Activity #4 , #5, #7 &amp; #8</p> <p>#4 - Non-scheduled change requests will be combined with the new pending requests and re-ranked quarterly to ensure a current list of priorities is always available. All change requests are considered for every release.</p> <p>#5 - Based on BST/CLEC consensus create the Approved Release Package. CLECs, based on group consensus, may request changes to the proposed scope (like for like-size CRs). BellSouth will evaluate and determine the impacts of the requested changes and re-present the proposed package to the CLEC community.</p> <p>#7 - Establish date for initial Release Management Project Meeting for the next new release.</p> <p>#8 - All Change Requests that are in the approved scheduled release will be scheduled to "S" status for "Scheduled".</p> <p><u>INPUTS:</u><br/> Remove "Two Scenarios" in the first bulleted statement.</p> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |

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| <p>Add 4<sup>th</sup> bulleted statement:</p> <ul style="list-style-type: none"> <li>CLEC Analysis</li> </ul> <p>OUTPUTS:</p> <p>Remove 5<sup>th</sup> bulleted statement "Non-Scheduled Change Requests"</p> <p>Change 6<sup>th</sup> bulleted statement to read:</p> <ul style="list-style-type: none"> <li>Date for initial Release Management Project Meeting for newly established releases.</li> </ul>   |  |
| <p><b>ITEM NO. 11 - Meeting Consensus</b><br/> <b>Section 4 – Change Control Process Flow – Types 2-5</b><br/> <b>Process flow – Page 31</b><br/> Step 9 – Create Release Package Notification</p> <p><u>INPUTS</u></p> <p>The 1<sup>st</sup> bulleted statement should read:</p> <ul style="list-style-type: none"> <li>Approved Release Package</li> </ul>   | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 12 - Meeting Consensus</b><br/> <b>Section 4 – Change Control Process Flow – Types 2-5</b><br/> <b>Process flow – Page 31</b><br/> Step 10 – Release Management and Implementation<br/> Activity #3</p> <p>3. BellSouth User Requirements for software changes will be presented to the CLECs. If needed, changes will be incorporated and requirements re-baselined.</p>   | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 13 - Meeting Consensus</b><br/> <b>Section 4 – Part 3 – Expedited Feature Process – Page 35</b></p> <p>Title Page and definitions will read as follows:</p> <p>An Expedited Feature is the inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operations Support Systems (OSSs) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories:</p> <ul style="list-style-type: none"> <li>A <b>submitted</b> defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact</li> <li>An <b>ordering</b> enhancement to an existing <b>interface</b> where the CLEC/BellSouth has determined should be expedited due to</li> </ul> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |

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| <p>impact</p> <p><b><u>Re-classified Defects</u></b></p> <p>When a <b>submitted</b> defect is re-classified as a feature, the CLEC/BellSouth will be notified by Change Control in the standard defect validation. The CLEC will have the ability to ask BellSouth to expedite the reclassified feature by updating the change request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 Expedited Feature process using agreed upon intervals.</p> <p><b><u>Ordering enhancements to an existing interface</u></b></p> <p>A CLEC/BellSouth will also have the ability to submit a Type 2-5 change request as an expedited feature request for an <b>ordering</b> enhancement to an existing <b>interface</b> where the functionality does not currently exist in BellSouth's offered <b>interfaces</b>.</p> <p>For both re-classified defects and enhancements to an existing <b>interface</b>, the rules surrounding the expedited feature request will be:</p> <ul style="list-style-type: none"> <li>• Must be an <b>ordering</b> enhancement to an existing <b>interface</b></li> <li>• Will follow the Expedited Feature process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 that are eliminated.</li> <li>• The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or <b>minor</b> release, best effort.</li> </ul> |  |
| <p><b>ITEM NO. 14 - Meeting Consensus</b><br/> <b>Section 4 – Part 3 – Expedited Feature Process – Page 39</b><br/>           Step 4 – Internal Change Management Process<br/>           Additional Language after Activity #1:</p> <p>Expedited Features will be implemented in the current, next release, or <b>minor</b> release, best effort.</p> <p><b><u>CYCLE TIME</u></b></p> <p>Case by Case basis not to exceed 25 days.</p>   | <div style="display: flex; flex-direction: column; align-items: flex-start;"> <div style="margin-bottom: 10px;"> <input type="checkbox"/> <b>Agree</b><br/> <input type="checkbox"/> <b>Generally Agree</b><br/> <input type="checkbox"/> <b>Neutral</b><br/> <input type="checkbox"/> <b>Somewhat Disagree</b><br/> <input type="checkbox"/> <b>Disagree</b> </div> <div style="text-align: center;"> Docket No. 00-00079<br/> JMB-S3<br/> Page 5 of 12 </div> </div> |
| <p><b>ITEM NO. 15 - Meeting Consensus</b><br/> <b>Section 4 – Change Control Process Flow – Types 2-5</b><br/> <b>Process flow – Page 31</b><br/>           Step 5 – Release Management and Implementation<br/>           Activity #4</p>  | <div style="display: flex; flex-direction: column; align-items: flex-start;"> <div style="margin-bottom: 10px;"> <input type="checkbox"/> <b>Agree</b><br/> <input type="checkbox"/> <b>Generally Agree</b><br/> <input type="checkbox"/> <b>Neutral</b><br/> <input type="checkbox"/> <b>Somewhat Disagree</b><br/> <input type="checkbox"/> <b>Disagree</b> </div> </div>  |

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| <p>4. BellSouth Documentation changes, including business rule changes associated with expedited features, will be provided if applicable.</p>  |  |
| <p><b>ITEM NO. 16 - Meeting Consensus</b><br/> <b>Section 5 – Defect Process – Page 41</b><br/>           Title Page and Definition</p> <p>2<sup>nd</sup> Paragraph will read:</p> <p>A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs.</p> <p>3<sup>rd</sup> Paragraph will read:</p> <p>In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software user requirements and business rules match; this will be addressed as a defect.</p> | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> <input type="checkbox"/> <b>Disagree</b> </div>   |
| <p><b>ITEM NO. 17 - Meeting Consensus</b><br/> <b>Section 5 – Defect Process – Page 44</b><br/>           Table 5-1 – Type 6 Detail Process Flow – Step 3<br/>           Sub-processes/Activities – INTERNAL VALIDATION</p> <p>Additional bulleted items – 5<sup>th</sup> and 6<sup>th</sup> bullets</p> <ul style="list-style-type: none"> <li>If CLEC does not agree with the validation, the CLEC may appeal the issue or escalate.</li> <li>Based on detail analysis, BellSouth will reaffirm the impact level that is stated on the request.</li> </ul>  | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> <input type="checkbox"/> <b>Disagree</b> </div> <div style="text-align: center; margin-top: 20px;"> <p>Docket No. 00-00079<br/>             JMB-S3<br/>             Page 6 of 12</p> </div> |
| <p><b>ITEM NO. 18 - Meeting Consensus</b><br/> <b>Section 5 – Defect Process – Page 44</b><br/>           Table 5-1 – Type 6 Detail Process Flow – Step 3 – Internal Validation<br/> <b>CYCLE TIME</b></p> <p>2 Business Days for High Impact</p> <p>3 Business Days for Medium and Low Impact</p>  | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> <input type="checkbox"/> <b>Disagree</b> </div>   |

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| <p><b>ITEM NO. 19 - Meeting Consensus</b><br/> <b>Section 5 – Defect Process – Page 45</b><br/>         Table 5-1 – Type 6 Detail Process Flow – Step 4 – Develop and Validate Workaround<br/> <b>CYCLE TIME</b></p> <p>2 Business Days for High Impact</p> <p>4 Business Days for Medium and Low Impact</p>   | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 20 - Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release Package Development and Approval – Page 48</b><br/>         Part 1 – Change Review Meeting</p> <p>1<sup>st</sup> Paragraph will read as follows:</p> <p>The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, and reviewing the status of all release projects underway. Status update meetings will be held monthly and are open to all CLECs. Meetings will be structured according to category (pre-order/order, maintenance, manual and documentation, etc.). Prioritization meetings will be held quarterly.</p> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 21 - Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release Package Development and Approval – Page 48</b><br/>         Part 2 – Change Review Package</p> <p>4<sup>th</sup> bulleted statement will read:</p> <p>BellSouth’s preliminary estimate of the size and scope of each Change Request.</p>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 22 - Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release Package Development and Approval – Page 49</b><br/>         Part 3 – Prioritizing Change Requests<br/>         Prioritizing Voting Rules</p> <p>New 4<sup>th</sup> bulleted statement will read:</p> <ul style="list-style-type: none"> <li>• Types 3, 4, and 5 change requests will be prioritized (non-expedites)</li> </ul>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |



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| <p>6<sup>th</sup> bulleted statement will read:</p> <ul style="list-style-type: none"> <li>Forced Ranking (1 to N, with 1 being the highest) will be used.</li> </ul> <p>New 7<sup>th</sup> bulleted statement will read:</p> <ul style="list-style-type: none"> <li>CLECs may choose to vote "no" on change requests that may potentially negatively impact its business <b>or have little value to the CLEC</b>. If a majority of CLECs vote "no" on any certain change request, that request will not be implemented.</li> </ul>   |  |
| <p><b>ITEM NO. 23 - Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release</b><br/> <b>Package Development and Approval – Page 51</b><br/> <b>Part 4 – Developing and Approving Release Packages</b></p> <p>New 3<sup>rd</sup> bulleted statement will read:</p> <ul style="list-style-type: none"> <li>Non-scheduled change requests will be combined with the new pending requests and re-ranking quarterly to ensure a current list of priorities is always available. All change requests are considered for every release.</li> </ul> <p>New 2<sup>nd</sup> paragraph will read:</p> <p>During the Release Package Meeting, BellSouth will present its proposed release package for the next release. BST/CLEC consensus will be used to create the Approved Release Package. CLECs, based on group consensus, may request changes to the proposed scope (like for like-size CRs). BellSouth will evaluate and determine the impacts of the requested changes and re-present the proposed package to the CLEC community.</p> | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> <input type="checkbox"/> <b>Disagree</b> </div>   |
| <p><b>ITEM NO. 24 - Meeting Consensus</b><br/> <b>Section 7 – Introduction and Retirement of Interfaces – Page 52</b><br/> <b>Introduction of New Interfaces</b></p> <p>BellSouth will introduce new interfaces to the CLEC community as part of the Change Control Process. BellSouth will seek to conform to the notification process for Type 4 (BellSouth Originated) changes as described in this document. In the event that BellSouth is forced to deviate from the Type 4 (BellSouth Originated) process for new non-impacting interface functionality, BellSouth will notify all CLECs of the deviation as promptly as possible. A description of the proposed interface will be submitted to the BCCM. The BCCM will add an agenda item to discuss the new interface at the monthly status meeting. BellSouth will be given 30-45 minutes to present information on the proposed interface. If</p>  | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> <input type="checkbox"/> <b>Disagree</b> </div> <div style="text-align: right; margin-top: 20px;"> <p><b>Docket No. 00-00079</b><br/> <b>JMB-S3</b><br/> <b>Page 8 of 12</b></p> </div> |

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| <p>BellSouth requests additional time for the presentation, a separate meeting will be scheduled to review the proposed interface, so that, the information can be presented in its entirety. The objective will be to identify interest in the new interface and obtain input from the CLEC community. BellSouth will provide specifications on the interface being developed to the CLEC community. As new interfaces are deployed, they will be added to the scope of this document, as appropriate, based on the use by the CLEC and requested changes will be managed by this process.</p>   |  |
| <p><b>ITEM NO. 25 - Meeting Consensus</b><br/> <b>Section 7 – Introduction and Retirement of Interfaces – Page 53</b><br/> <b>Retirement of Interfaces</b></p> <p>1<sup>st</sup> Paragraph – 1<sup>st</sup> sentence will read:</p> <p>As active interfaces are retired, BellSouth will notify the CLECs through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface.</p>   | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> <input type="checkbox"/> <b>Disagree</b> </div>   |
| <p><b>ITEM NO. 26 - Meeting Consensus</b><br/> <b>Section 8 – Escalation Process - Guidelines – Page 54</b></p> <p>New 7<sup>th</sup> bulleted statement will read:</p> <ul style="list-style-type: none"> <li>For Type 6 High Impact issues, the escalation process is agreed to allow BellSouth a one (1) day turnaround to provide a status for each cycle of escalation. For Type 6 Medium and Low Impact issues, the escalation process is agreed to allow BellSouth a two (2) to five (5) day turnaround to provide a status for each cycle of escalation.</li> </ul> <p>New 8<sup>th</sup> bulleted statement will read:</p> <ul style="list-style-type: none"> <li>For Types 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three (3) day turnaround to provide a status for each cycle of escalation.</li> </ul> | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> <input type="checkbox"/> <b>Disagree</b> </div> <div style="text-align: right; margin-top: 20px;"> <p><b>Docket No. 00-00079</b><br/> <b>JMB-S3</b><br/> <b>Page 9 of 12</b></p> </div> |
| <p><b>ITEM NO. 27 - Meeting Consensus</b><br/> <b>Section 8 – REMOVE - Contact List for Escalation – Types 2-6 Changes – Page 58</b></p>  | <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="checkbox"/> <b>Agree</b> <input type="checkbox"/> <b>Generally Agree</b> <input type="checkbox"/> <b>Neutral</b> <input type="checkbox"/> <b>Somewhat Disagree</b> </div>  |

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| <p>Remove this entire section since it duplicates the language stated under "Guidelines" on Page 54.</p>   | <input type="checkbox"/> <b>Disagree</b>   |
| <p><b>ITEM NO. 28 - Meeting Consensus</b><br/><b>Appendix – Sub-Team Guidelines</b></p> <p>The following "language" will be added as an Appendix to define the "Sub-Team Definition and Roles/Responsibilities":</p> <p><b>A Sub-Team will be formed for issues that are more effectively addressed in a small group setting.</b></p> <p><b>The Sub-Team will consist of CLECs and BellSouth who volunteer to participate in meeting(s) to address a specific issue. This team will be responsible for presenting information and making recommendations to the CLEC participants of Change Control.</b></p> <p><b>The Change Control Management Team will be responsible for coordinating meetings and the flow of communications.</b></p>  | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |
| <p><b>ITEM NO. 29 - Meeting Consensus</b><br/><b>Section 9 – CHANGES TO THE PROCESS – Page 62</b></p> <p>The current, approved version of this process document will be stored under the component name "Ccp.doc" (the date of the latest CCP document will be included in the file name). The BellSouth Change Control Manager BCCM (and alternate) will be the only persons authorized to update the document version.</p> <p>Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes (format, typographical errors, clarifications of meaning, etc.) may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings following receipt of the request, if included in the published meeting agenda. The CCP participants present at the meeting (in person or by teleconference) will reach an initial determination regarding the requested change(s) by "consensus". For this purpose consensus will mean that no participant has serious objection to the determination of the group. The following initial determinations may be applied:</p> <ul style="list-style-type: none"> <li>• Meeting Consensus (BellSouth and the other meeting participants have no serious objection to the change. The change will be balloted for Industry Consensus with the indication that a meeting consensus was reached.)</li> <li>• Contested Issue (BellSouth and the other meeting participants are unable to reach consensus and the proposals</li> </ul> | <input type="checkbox"/> <b>Agree</b><br><input type="checkbox"/> <b>Generally Agree</b><br><input type="checkbox"/> <b>Neutral</b><br><input type="checkbox"/> <b>Somewhat Disagree</b><br><input type="checkbox"/> <b>Disagree</b> |

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of the parties are firm. The proposals will be balloted for Industry Consensus and the structure of the ballot will indicate that a choice between alternatives must be made.)

- Not Ready for Balloting (BellSouth and the other meeting participants are unable to reach consensus and the proposals of the parties are not firm. The request will not be balloted and will remain open for review during subsequent monthly meetings. The CCP participants will continue to use the associated current change control process. Working documentation reflecting both the current and proposed language may be created to facilitate further discussion.)
- Implement as Cosmetic (BellSouth and the other meeting participants determine that the requested change is a clarification of meaning with no potential negative impact. The change will be implemented and the Change Request will be updated to implemented status and update distributed as per the normal process. )

Subsequent to this initial review the BCCM and a CLEC representative appointed by the CLECs participating in the review shall prepare an official E-mail ballot for distribution to determine the Industry Consensus. The official Industry Consensus ballot will detail the change(s) being requested, and the significant arguments presented for and against the change during the review. As noted above, the ballot will indicate whether issues are being voted upon as the result of a Meeting Consensus or as a Contested Issue. Each issue presented on the ballot will contain a statement of the change to be approved and in the case of a Contested Issue, a summary of arguments for and arguments against the alternatives. The ballot will be distributed one week following the Status Meeting. CLEC's and BellSouth will have one week in which to cast their votes. Only ballots transmitted before midnight of the due date will be counted. BellSouth and each CLEC are allowed one vote on each issue presented on the ballot. The CCCM, or other designated individual will cast each CLEC's votes. The BCCM, or other designated individual will cast BellSouth's votes.

The ballot (a sample ballot may be found in the Appendix) will allow BellSouth and the CLECs to indicate their agreement or disagreement with the proposed change across a five-step continuum as shown here:

| A     | B               | C       | D                 | E        |
|-------|-----------------|---------|-------------------|----------|
| Agree | Generally Agree | Neutral | Somewhat Disagree | Disagree |

When a Contested Issue is presented on the ballot there will be a continuum for each of the alternatives and the voter must disagree

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| <p>with one (and only one) of the two.<br/>Industry Consensus will exist and the change will be implemented whenever two-thirds of votes cast by the due date are cast in categories A through D. <b>BellSouth may not be able to support all requested changes to the process as proposed. BellSouth will provide a supporting reason(s) to substantiate its position. A CLEC may seek relief through the escalation process if dissatisfied with BellSouth’s response.</b> No consensus will exist if over 1/3 of votes for a change are cast in category E –“disagree”.</p> |  |
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| <b>ITEM NO. 1 - Meeting Consensus</b><br><b>Section 3 - Change Control Decision Process - Page 11</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>                           | <b>Agree - AT&amp;T, BST, ITC/Deltacom,<br/>Sprint, Telcordia, Ztel</b><br><b>Generally Agree</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>              |
| <b>ITEM NO. 2 - Meeting Consensus</b><br><b>Section 4 - Change Control Process Flow - Page 17</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>                               | <b>Agree - AT&amp;T, BST, ITC/Deltacom,<br/>Sprint, Telcordia, Ztel</b><br><b>Generally Agree</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>              |
| <b>ITEM NO. 3 - Meeting Consensus</b><br><b>Section 4 - Change Control Process Flow - Types 2-5</b><br><br><b>INDUSTRY CONSENSUS - 66.6% - APPROVED</b>                            | <b>Agree - BST, Ztel</b><br><b>Generally Agree - Sprint,<br/>Telcordia</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree - AT&amp;T, ITC/Deltacom</b>            |
| <b>ITEM NO. 4 - Meeting Consensus</b><br><b>Section 4 - Change Control Process Flow - Types 2-5<br/>Process Flow - Page 25</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>  | <b>Agree - AT&amp;T, BST,</b><br><b>Generally Agree -</b><br><b>ITC/Deltacom, Ztel</b><br><b>Neutral</b><br><b>Somewhat Disagree - Sprint,<br/>Telcordia</b><br><b>Disagree</b> |
| <b>ITEM NO. 5 - Meeting Consensus</b><br><b>Section 4 - Change Control Process Flow - Types 2-5<br/>Process Flow - Page 26</b><br><br><b>INDUSTRY CONSENSUS - 83.3% - APPROVED</b> | <b>Agree - BST, Ztel</b><br><b>Generally Agree - Sprint,<br/>Telcordia</b><br><b>Neutral</b><br><b>Somewhat Disagree - AT&amp;T</b><br><b>Disagree - ITC/Deltacom</b>           |

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| <b>ITEM NO. 6 - Meeting Consensus</b><br><b>Section 4 – Change Control Process Flow – Types 2-5</b><br><b>Process Flow – Page 26</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>               | <b>Agree – AT&amp;T, BST, Ztel</b><br><b>Generally Agree – Sprint,</b><br><b>Telcordia</b><br><b>Neutral – ITC/Deltacom</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>          |
| <b>ITEM NO. 7 - Meeting Consensus</b><br><b>Section 4 – Change Control Process Flow – Types 2-5</b><br><b>Process Flow – Page 27</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>               | <b>Agree – AT&amp;T, BST, ITC/Deltacom,</b><br><b>Ztel</b><br><b>Generally Agree – Sprint,</b><br><b>Telcordia</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b> |
| <b>ITEM NO. 8 - Meeting Consensus</b><br><b>Section 4 – Change Control Process Flow – Types 2-5</b><br><b>Process Flow – Page 27</b><br><br><b>INDUSTRY CONSENSUS – 83.3% - APPROVED</b>              | <b>Agree – AT&amp;T, BST, ITC/Deltacom,</b><br><b>Ztel</b><br><b>Generally Agree</b><br><b>Neutral</b><br><b>Somewhat Disagree – Sprint</b><br><b>Disagree – Telcordia</b>          |
| <b>ITEM NO. 9 - Meeting Consensus</b><br><b>Section 4 – Change Control Process Flow – Types 2-5</b><br><b>Process Flow – Pages 28 &amp; 29</b><br><br><b>INDUSTRY CONSENSUS – 33.3% - DISAPPROVED</b> | <b>Agree – BST, Ztel</b><br><b>Generally Agree</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree – AT&amp;T, ITC/Deltacom,</b><br><b>Sprint, Telcordia</b>           |
| <b>ITEM NO. 10 - Meeting Consensus</b><br><b>Section 4 – Change Control Process Flow – Types 2-5</b><br><b>Process Flow – Pages 29 - 30</b><br><br><b>INDUSTRY CONSENSUS – 66.6% - APPROVED</b>       | <b>Agree – BST, Ztel</b><br><b>Generally Agree – Sprint,</b><br><b>Telcordia</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree – AT&amp;T, ITC/Deltacom</b>          |

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| <p><b>ITEM NO. 11 - Meeting Consensus</b><br/> <b>Section 4 - Change Control Process Flow - Types 2-5</b><br/> <b>Process Flow - Page 31</b></p> <p><b>INDUSTRY CONSENSUS - 100% - APPROVED</b></p> | <p><b>Agree - AT&amp;T, BST, ITC/Deltacom, Sprint, Telcordia, Ztel</b><br/> <b>Generally Agree</b><br/> <b>Neutral</b><br/> <b>Somewhat Disagree</b><br/> <b>Disagree</b></p>     |
| <p><b>ITEM NO. 12 - Meeting Consensus</b><br/> <b>Section 4 - Change Control Process Flow - Types 2-5</b><br/> <b>Process Flow - Page 31</b></p> <p><b>INDUSTRY CONSENSUS - 100% - APPROVED</b></p> | <p><b>Agree - AT&amp;T, BST, Sprint, Ztel</b><br/> <b>Generally Agree - Telcordia</b><br/> <b>Neutral</b><br/> <b>Somewhat Disagree - ITC/Deltacom</b><br/> <b>Disagree</b></p>   |
| <p><b>ITEM NO. 13 - Meeting Consensus</b><br/> <b>Section 4 - Part 3 - Expedited Feature Process - Page 35</b></p> <p><b>INDUSTRY CONSENSUS - 66.6% - APPROVED</b></p>                              | <p><b>Agree - BST</b><br/> <b>Generally Agree - Sprint, Telcordia, Ztel</b><br/> <b>Neutral</b><br/> <b>Somewhat Disagree</b><br/> <b>Disagree - AT&amp;T, ITC/Deltacom</b></p>   |
| <p><b>ITEM NO. 14 - Meeting Consensus</b><br/> <b>Section 4 - Part 3 - Expedited Feature Process - Page 39</b></p> <p><b>INDUSTRY CONSENSUS - 83.3% - APPROVED</b></p>                              | <p><b>Agree - AT&amp;T, BST</b><br/> <b>Generally Agree - Ztel</b><br/> <b>Neutral - ITC/Deltacom</b><br/> <b>Somewhat Disagree - Telcordia</b><br/> <b>Disagree - Sprint</b></p> |
| <p><b>ITEM NO. 15 - Meeting Consensus</b><br/> <b>Section 4 - Change Control Process Flow - Types 2-5</b><br/> <b>Process Flow - Page 31</b></p> <p><b>INDUSTRY CONSENSUS - 100% - APPROVED</b></p> | <p><b>Agree - AT&amp;T, BST, ITC/Deltacom, Sprint,</b><br/> <b>Generally Agree - Telcordia, Ztel</b><br/> <b>Neutral</b><br/> <b>Somewhat Disagree</b><br/> <b>Disagree</b></p>   |



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| <b>ITEM NO. 16 - Meeting Consensus</b><br><b>Section 5 - Defect Process - Page 41</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>   | <b>Agree - AT&amp;T, BST, ITC/Deltacom, Sprint, Telcordia, Ztel</b><br><b>Generally Agree</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>   |
| <b>ITEM NO. 17 - Meeting Consensus</b><br><b>Section 5 - Defect Process - Page 44</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>   | <b>Agree - AT&amp;T, BST,</b><br><b>Generally Agree - Sprint, Telcordia</b><br><b>Neutral</b><br><b>Somewhat Disagree - Ztel</b><br><b>Disagree</b>              |
| <b>ITEM NO. 18 - Meeting Consensus</b><br><b>Section 5 - Defect Process - Page 44</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>   | <b>Agree - AT&amp;T, BST, Sprint, Ztel</b><br><b>Generally Agree - Telcordia</b><br><b>Neutral - ITC/Deltacom</b><br><b>Somewhat Disagree</b><br><b>Disagree</b> |
| <b>ITEM NO. 19 - Meeting Consensus</b><br><b>Section 5 - Defect Process - Page 45</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>   | <b>Agree - AT&amp;T, BST, Sprint, Ztel</b><br><b>Generally Agree - Telcordia</b><br><b>Neutral - ITC/Deltacom</b><br><b>Somewhat Disagree</b><br><b>Disagree</b> |
| <b>ITEM NO. 20 - Meeting Consensus</b><br><b>Section 6 - Change Review - Prioritization - Release Package Development and Approval - Page 48</b><br><br><b>INDUSTRY CONSENSUS - 66.6% - APPROVED</b> | <b>Agree - AT&amp;T, Ztel</b><br><b>Generally Agree - Sprint, Telcordia</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree - BST, ITC/Deltacom</b> |

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| <p><b>ITEM NO. 21 – Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release</b><br/> <b>Package Development and Approval – Page 49</b></p> <p><b>INDUSTRY CONSENSUS – 100% - APPROVED</b></p>   | <p><b>Agree – AT&amp;T, BST</b><br/> <b>Generally Agree – Sprint,</b><br/> <b>Telcordia, Ztel</b><br/> <b>Neutral – ITC/Deltacom</b><br/> <b>Somewhat Disagree</b><br/> <b>Disagree</b></p> |
| <p><b>ITEM NO. 22 – Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release</b><br/> <b>Package Development and Approval – Page 49</b></p> <p><b>INDUSTRY CONSENSUS - 100% - APPROVED</b></p>   | <p><b>Agree – AT&amp;T, BST, ITC/Deltacom,</b><br/> <b>Sprint, Telcordia</b><br/> <b>Generally Agree</b><br/> <b>Neutral</b><br/> <b>Somewhat Disagree – Ztel</b><br/> <b>Disagree</b></p>  |
| <p><b>ITEM NO. 23 – Meeting Consensus</b><br/> <b>Section 6 – Change Review – Prioritization – Release</b><br/> <b>Package Development and Approval – Page 51</b></p> <p><b>INDUSTRY CONSENSUS – 50% - DISAPPROVED</b></p> | <p><b>Agree – BST, Ztel</b><br/> <b>Generally Agree</b><br/> <b>Neutral</b><br/> <b>Somewhat Disagree – Sprint</b><br/> <b>Disagree – AT&amp;T, ITC/Deltacom,</b><br/> <b>Telcordia</b></p> |
| <p><b>ITEM NO. 24 – Meeting Consensus</b><br/> <b>Section 7 – Introduction and Retirement of Interfaces – Page 52</b></p> <p><b>INDUSTRY CONSENSUS - 100% - APPROVED</b></p>   | <p><b>Agree – AT&amp;T, BST, Sprint, Ztel</b><br/> <b>Generally Agree – Telcordia</b><br/> <b>Neutral – ITC/Deltacom</b><br/> <b>Somewhat Disagree</b><br/> <b>Disagree</b></p>             |

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| <b>ITEM NO. 25 - Meeting Consensus</b><br><b>Section 7 – Introduction and Retirement of Interfaces – Page 53</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>                |  | <b>Agree – AT&amp;T, BST, ITC/Deltacom, Ztel</b><br><b>Generally Agree – Sprint, Telcordia</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>  |  |
| <b>ITEM NO. 26 - Meeting Consensus</b><br><b>Section 8 – Escalation Process – Guidelines – Page 54</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b>                          |  | <b>Agree – AT&amp;T, BST, Ztel</b><br><b>Generally Agree – ITC/Deltacom, Sprint, Telcordia</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>  |  |
| <b>ITEM NO. 27 - Meeting Consensus</b><br><b>Section 8 – REMOVE – Contact List for Escalation – Types 2-6 Changes – Page 58</b><br><br><b>INDUSTRY CONSENSUS - 100% - APPROVED</b> |  | <b>Agree – AT&amp;T, BST, ITC/Deltacom, Sprint, Telcordia, Ztel</b><br><b>Generally Agree</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b>   |  |
| <b>ITEM NO. 28 - Meeting Consensus</b><br><b>Appendix – Sub-Team Guidelines</b><br><br><b>INDUSTRY CONSENSUS – 100% - APPROVED</b>   |  | <b>Agree – AT&amp;T, BST, Telcordia, Ztel</b><br><b>Generally Agree – ITC/Deltacom,, Sprint</b><br><b>Neutral</b><br><b>Somewhat Disagree</b><br><b>Disagree</b> |  |
| <b>ITEM NO. 29 - Meeting Consensus</b><br><b>Section 9 – CHANGES TO THE PROCESS – Page 62</b><br><br><b>INDUSTRY CONSENSUS – 66.6%- APPROVED</b>                                   |  | <b>Agree – AT&amp;T, ITC/Deltacom, Ztel</b><br><b>Generally Agree</b><br><b>Neutral</b><br><b>Somewhat Disagree – Sprint</b>                                     |  |

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|  | <b>Disagree - BST, Telcordia</b> |
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